Doanne Mabunga Maestro

Address: Saint Benedict Homes block 5 lot 3 Bolbok Lipa City Batangas 4217
Contact no: 0916-326-0205
Email Address: doanne.maestro89@gmail.com

EDUCATION BACKGROUND

Romblon State University (Romblon Campus)
Bachelor of Secondary Education
2010-2014

SKILLS

- Dedicated customer service professional motivated to maintain excellent customer satisfaction and contribute to company success.
- Remain highly professional, patient and efficient to increase customer loyalty.
- Knowledgeable of protecting patients' credentials in personal information like HIPAA privacy and security practices.
- Knowledgeable in using Microsoft office and google suite.
- Knowledgeable in using Insurance portals like Availity, Carelon portal, Onesource, Navinet, Evicore portal for processing authorization and checking eligibility, benefits coverage for patients.
- Knowledgeable in using SNAP and Salesforce.
- Knowledgeable in reviewing Insurance coverage, checking billing and claims.

WORK EXPERIENCES:

HealthyBOS

631 Brawley School Rd Ste 300 PMB 150 Mooresville, NC 28117
VA Consultant - Graveyard Shift
June 2021- February 2024

Task and Responsibility:

- Processing Prior Authorization for CPAP supplies through portal or Calling Insurance.
- Checking Patient policy is still active with the Insurance via call or portal.
- Calling Dr. office for requesting referral or rx if needed for Prior Authorization.
- Doing follow up with the Insurance company for the status of the Authorization for pending orders.
- Calling Patient for update and sending email for open orders that need follow up.
- Reviewing the order needs to be Highly prioritized to obtain authorization for CPAP supplies.

SunPower Philippines ROHQ

Customer Service Representative - Graveyard Shift
100 East Main Ave., Laguna Technopark, Binan Laguna
4024 Philippines October 22, 2018 - August 26, 2019

Task and Responsibility:

- Reviewing Customer documents for applying to the Solar System.
- Requesting other documents that are needed for applying to the Solar System and doing follow up through calls and email.
- Checking billing concerns and sending updates through email.

Requesting Job order for a technical visit.
- Calling members to do a troubleshoot if needed and doing monitoring for 24 hours.

The Results Companies
Customer Services Representative - Graveyard Shift
Fiesta World Mall Corp. Brgy. Marawoy 4217-Lipa City Batangas
October 10, 2015 – October 22, 2018

Task and Responsibility:
- Answering Patient inquiry and question about the health care policy and benefits inquiry.
- Assisting Patients in changing Primary Care Physicians.
- Helping Patients in processing authorization for Durable Medical equipment via phone.
- Checking billing and Claims inquiry by reviewing the customer Insurance Policy if the payment was processed based on the Members Insurance policy to make sure that the payment or co-pay is accurate, If there is a discrepancy what we call the Doctor’s. office to check if they submit the claims based on the Members Insurance coverage and we ask if they can re process the claims.
- Helping Patient to process Appeal for the denied Authorization or claims by calling the Dr. office.
- Helping Patients in submitting Prior Authorization for medication that required prior Authorization.
- Helping patients for placing over the counter coverage. Reviewing other benefits if it's covered by the Insurance.

CHARACTER REFERENCE

Nicole Angela Francisco
HealthyBos Supervisor
09567910095

Jennie Rebito
SunPower Supervisor
09325750444

Quenny Angel Cortez
09359112860
MET Supervisor The Results Companies